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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
2	Average Response Time for OSS Pre-Order Interfaces (Non-Uniform Interfaces)	The CLECs, SWBT and TPUC agreed to replace this measure with a comparable OSS metric based on percent received within "x" seconds. With POR, all Ameritech and most SNET transactions are received via the uniform interfaces. SBC would like to propose reporting both the new measures mentioned above and old measures. The original measure would be used for a very small number of transactions that are still coming through the non-uniform interfaces at SNET. The new measure would report all transactions received by SNET and Ameritech via the uniform interfaces.	Februrary, 2003 Data Month Reported in March	N/A
2a	Percent Responses Received within "X" seconds – OSS Interfaces (Uniform Interfaces)	Add new measure FCC 2a.  FCC 2A.doc	Februrary, 2003 Data Month Reported in March	N/A
4a	% ILEC Caused Missed Due Dates	RRS PM and DSS PM for cancels Combine all data from FCC 4b 'as is' to FCC 4a. • Combine the following disags 'as is' from 4b: ➢ Resold Specials DDS DS1 DS3 VGPL ISDN-BRI ISDN-PRI DSL and any other services available for resale ➢ UNE Loop and Port ISDN and other combinations	If method 1 is used, March, 2003 Data Month Reported in April	1. The conversion from Xb to Xa will take minimal time if the following method is used: the disags from Xb measures will be changed to Xa. This change will change this measure historically, as if there were never Xb measures. 2. If the conversion choice is to preserve Xb measures historically, this change could not be implemented in a timely manner and would not be effective until much later due to the additional programming to add approximately 70 new disaggregations to Xa measures, then program a link to count consecutive months from the old Xb disags to the new Xa [combined (Xa+Xb)] measure.
4b	% ILEC Caused Missed Due Dates - Design	Eliminate FCC 4b, combine all disags 'as is' with FCC 4a.		

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4c	% ILEC Caused Missed Due Dates	Coding changes required to calculate the higher of the two remedy payments: • FCC 6c + FCC 6c.1 Or • FCC 4c	Feb, 2003 Data Month Reported in Mar	N/A
		Added the following to Benchmarks w/ associated Retail Comparison: • Subtending Channel (23B and 1D) • DS3 Dedicated Transport and Loop • DSL loops with Line Splitting 1% • Combined voice and data-No Line Sharing 5% (No critical z) • OCN Loops Diagnostic • EELS Diangostic Changed "DSL Loops-Line Sharing" from Parity with ASI to "1%"	Sept, 2003 Data Month Reported in Ostober	Line Splitting and EELS will require a major effort to identify these new disaggregations
5a	% Trouble Report within "x" days (I-10/I-30) of Installation	RRS PM Combine all data from FCC 5b 'as is' to FCC 5a. • Combine the following disags 'as is' from 5b: ➢ Resold Specials DDS DS1 DS3 VGPL ISDN-BRI ISDN-PRI DSL and any other services available for resale ➢ UNE Loop and Port ISDN and other combinations •	If method 1 is used, March, 2003 Data Month Reported in April	1. The conversion from Xb to Xa will take minimal time if the following method is used: the disags from Xb measures will be changed to Xa. This change will change this measure historically, as if there were never Xb measures. 2. If the conversion choice is to preserve Xb measures historically, this change could not be implemented in a timely manner and would not be effective until much later due to the additional programming to add approximately 70 new disaggregations to Xa measures, then program a link to count consecutive months from the old Xb disags to the new Xa [combined (Xa+Xb)] measure.

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
5a	% Trouble Report within "x" days (I-10/I-30) of Installation	Benchmark changes: • UNE-P: Parity between Field Work New and Move orders compared to ILEC Field Work New and Move orders. • Parity between Field Work Change and Conversion orders are compared to ILEC Field Change orders • Parity between No Field Work New and Move orders compared to ILEC No Field Work New and Move orders. • Parity between No Field Work Change and Conversion orders are compared to ILEC No Field Change orders.	May, 2003 Data Month Reported in June	This change requires programming changes that cannot be completed for February data. In addition additional testing and validation time has been built in as a result of the FCC enforcement Bureau's requirement for 100% accuracy of reported data
5b	% Installation Reports (Trouble Reports) w/in 30 Days (I-30) of Installation	Eliminate FCC 5b, combine all disags 'as is' with FCC 5a.	If method 1 is used, March, 2003 Data Month Reported in April	1. The conversion from Xb to Xa will take minimal time if the following method is used: the disags from Xb measures will be changed to Xa. This change will change this measure historically, as if there were never Xb measures. 2. If the conversion choice is to preserve Xb measures historically, this change could not be implemented in a timely manner and would not be effective until much later due to the additional programming to add approximately 70 new disaggregations to Xa measures, then program a link to count consecutive months from the old Xb disags to the new Xa [combined (Xa+Xb)] measure.

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
5c	% Installation Reports (Trouble Reports) w/in "x" calendar days, where "x" is 10 calendar days for 8db loops and 30 calendar days for all other UNEs (I-10/30) of Installation	Change DSL Loop exclusion: • FROM: DSL Loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which theCLEC has not authorized conditioning unless coded to the Central Office. • TO: DSL Loops > 12Kf with load coils, repeaters, and /or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters, and/or bridge taps are determined to be the cause of trouble. Add the following exclusion: • UNE DS1 Loop trouble reports where CLEC chooses not to do cooperative testing or acceptance testing between CLEC and SBC due to CLEC reasons on the due date. Added the following to Benchmarks and their Retail Comparison: • Subtending Channel (23B and 1D) • DS3 Dedicated Transport and Loop • DSL loops with Line Splitting Parity w/ASI Line Sharing • Analog Line Port Parity with VGPL • Combined voice and data-No Line Sharing 6% (no critical z) • OCN Loops Diagnostic • EELS Diagnostic	September, 2003 Data Month Reported in October	Line Splitting and EELS will require a major effort to identify these new disaggregations

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
6a	Mean Installation Interval	RRS PM Combine all data from FCC 6b 'as is' to FCC 6a. • Combine the following disags 'as is' from 6b: ➢ Resold Specials DDS DS1 DS3 VGPL ISDN-BRI ISDN-PRI DSL and any other services available for resale ➢ UNE Loop and Port ISDN and other combinations • Measurement has become diagnostic, remedies no longer apply.	If method 1 is used, March, 2003 Data Month Reported in April	1. The conversion from Xb to Xa will take minimal time if the following method is used: the disags from Xb measures will be changed to Xa. This change will change this measure historically, as if there were never Xb measures. 2. If the conversion choice is to preserve Xb measures historically, this change could not be implemented in a timely manner and would not be effective until much later due to the additional programming to add approximately 70 new disaggregations to Xa measures, then program a link to count consecutive months from the old Xb disags to the new Xa [combined (Xa+Xb)] measure.
6a	Mean Installation Interval	Add the following statement: Customer not ready/no access situation will be found to be SWBT caused missed due date outside the CLEC provided access hours.	May, 2003 Data Month Reported in June	This change requires programming changes that cannot be completed for February data. In addition additional testing and validation time has been built in as a result of the FCC enforcement Bureau's requirement for 100% accuracy of reported data

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
6b	Average Installation Interval – Design	Eliminate FCC 6b, combine all disags 'as is' with FCC 6a.	If method 1 is used, March, 2003 Data Month Reported in April	1. The conversion from Xb to Xa will take minimal time if the following method is used: the disags from Xb measures will be changed to Xa. This change will change this measure historically, as if there were never Xb measures. 2. If the conversion choice is to preserve Xb measures historically, this change could not be implemented in a timely manner and would not be effective until much later due to the additional programming to add approximately 70 new disaggregations to Xa measures, then program a link to count consecutive months from the old Xb disags to the new Xa [combined (Xa+Xb)] measure.
6c	% (UNEs) Installations completed w/in the Customer Requested Due Date	Coding changes required to calculate the higher of the two remedy payments: • FCC 6c + FCC 6c.1 Or • FCC 4c	Feb, 2003 Data Month Reported in Mar	N/A
		Added the following to Benchmarks and their Retail Comparison: • DSL loops with Line Splitting Parity w/ASI Line Sharing • EELS - Diagnostic	September, 2003 Data Month Reported in October	Line Splitting and EELS will require a major effort to identify these new disaggregations
6c.1	% Installations Completed w/in the Customer Requested Due Date for LNP with Loop	Coding changes required to calculate the higher of the two remedy payments: • FCC 6c + FCC 6c.1 Or • FCC 4c	Feb, 2003 Data Month Reported in Mar	N/A

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
7a	Average Delay Days for ILEC Caused Missed Due Dates	RRS PM Combine all data from FCC 7b to FCC 7a. • Combine the following disags from 7b with the addition of the new exclusion below: ➢ Resold Specials DDS DS1 DS3 VGPL ISDN-BRI ISDN-PRI DSL and any other services available for resale ➢ UNE Loop and Port ISDN and other combinations	If method 1 is used, March, 2003 Data Month Reported in April	1. The conversion from Xb to Xa will take minimal time if the following method is used: the disags from Xb measures will be changed to Xa. This change will change this measure historically, as if there were never Xb measures. 2. If the conversion choice is to preserve Xb measures historically, this change could not be implemented in a timely manner and would not be effective until much later due to the additional programming to add approximately 70 new disaggregations to Xa measures, then program a link to count consecutive months from the old Xb disags to the new Xa [combined (Xa+Xb)] measure.
7a	Average Delay Days for ILEC Caused Missed Due Dates	Add new exclusion to Specials dissags only: • Excludes any incremental days attributable to the CLEC after the initial ILEC caused delay. Does not exclude No Access attributable to the end user after the initial due date has been missed by ILEC. (NOTE: This exclusion was added to UNE measurement, FCC 8, with version 2.0)	May, 2003 Data Month Reported in June	This change requires programming changes that cannot be completed for February data. In addition additional testing and validation time has been built in as a result of the FCC enforcement Bureau's requirement for 100% accuracy of reported data

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
7b	Average Delay Days for ILEC Caused Missed Due Dates - Design	Eliminate FCC 7b, combine all disags with FCC 7a.	If method 1 is used, March, 2003 Data Month Reported in April	1. The conversion from Xb to Xa will take minimal time if the following method is used: the disags from Xb measures will be changed to Xa. This change will change this measure historically, as if there were never Xb measures. 2. If the conversion choice is to preserve Xb measures historically, this change could not be implemented in a timely manner and would not be effective until much later due to the additional programming to add approximately 70 new disaggregations to Xa measures, then program a link to count consecutive months from the old Xb disags to the new Xa [combined (Xa+Xb)] measure.
7c	Average Delay Days for ILEC Caused Missed Due Dates	Added the following to Benchmarks and their Retail Comparison: • Subtending Channel (23B and 1D) • DS3 Dedicated Transport and Loop • Analog Line Port Parity w/VGPL • DSL loops with Line Splitting Parity w/ASI Line Sharing • Combined voice and data-No Line Sharing 6.5 days (no critical z) • OCN Loops Diagnostic • EELS Diagnostic	September, 2003 Data Month Reported in October	Line Splitting and EELS will require a major effort to identify these new disaggregations
8	Average Installation Interval – DSL	• Measurement has become diagnostic, remedies no longer apply.	Jan, 2003 Data Month Reported in Feb	N/A
		Added the following to Benchmarks and their Retail Comparison: • Loops requiring no conditioning with Line Splitting-Parity with ASI Line Sharing • Loops requiring conditioning with Line Splitting- Parity with ASI Line Sharing.	September, 2003 Data Month Reported in October	Line Splitting and EELS will require a major effort to identify these new disaggregations

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
9	Average Response Time for Manual Loop Make-up Information	• Critical z-value no longer applies.	Feb, 2003 Data Month Reported in Mar	N/A
11a	% Repeat Reports	RRS PM Combine all data from FCC 11b 'as is' to FCC 11a. • Combine the following disags 'as is' from 11b: ➢ Resold Specials DDS DS1 DS3 VGPL ISDN-BRI ISDN-PRI DSL and any other services available for resale ➢ UNE Loop and Port ISDN and other combinations	If method 1 is used, March, 2003 Data Month Reported in April	1. The conversion from Xb to Xa will take minimal time if the following method is used: the disags from Xb measures will be changed to Xa. This change will change this measure historically, as if there were never Xb measures. 2. If the conversion choice is to preserve Xb measures historically, this change could not be implemented in a timely manner and would not be effective until much later due to the additional programming to add approximately 70 new disaggregations to Xa measures, then program a link to count consecutive months from the old Xb disags to the new Xa [combined (Xa+Xb)] measure.
11b	% Repeat Reports - Design	Eliminate FCC 11b, combine all disags 'as is' with FCC 11a.		
11c	% Repeat Reports	Change DSL Loop exclusion: • FROM: DSL Loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which theCLEC has not authorized conditioning unless coded to the Central Office. • TO: DSL Loops > 12Kf with load coils, repeaters, and /or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters, and/or bridge taps are determined to be the cause of trouble.	May, 2003 Data Month Reported in June	This change requires programming changes that cannot be completed for February data. In addition additional testing and validation time has been built in as a result of the FCC enforcement Bureau's requirement for 100% accuracy of reported data
		Added the following to Benchmarks and their Retail Comparison: • Analog Line Port Parity w/VGPL • DSL loops with Line Splitting Parity w/ASI Line Sharing • Combined voice and data-No Line Sharing 6% (no crit z) • OCN Loops Diagnostic • EELS Diagnostic	September, 2003 Data Month Reported in October	Line Splitting and EELS will require a major effort to identify these new disaggregations

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
11c	% Repeat Reports	Changed the following Benchmarks: • DSL Loops with No Line Sharing from 12% to 9% • Subtending Channel (23B) to (23B and 1D) • DS3 Dedicated Transport and Loop from Parity w/DS3 to 10% • Dark Fiber from Parity w/DS3 to 10%	May, 2003 Data Month Reported in June	This change requires programming changes that cannot be completed for February data. In addition additional testing and validation time has been built in as a result of the FCC enforcement Bureau's requirement for 100% accuracy of reported data
12 a	Mean Time To Restore	RRS PM Combine all data from FCC 12b 'as is' to FCC 12a. • Combine the following disags 'as is' from 12b: ➢ Resold Specials DDS DS1 DS3 VGPL ISDN-BRI ISDN-PRI DSL and any other services available for resale ➢ UNE Loop and Port ISDN and other combinations • No remedies apply to OOS POTS or UNE-P	If method 1 is used, March, 2003 Data Month Reported in April	1. The conversion from Xb to Xa will take minimal time if the following method is used: the disags from Xb measures will be changed to Xa. This change will change this measure historically, as if there were never Xb measures. 2. If the conversion choice is to preserve Xb measures historically, this change could not be implemented in a timely manner and would not be effective until much later due to the additional programming to add approximately 70 new disaggregations to Xa measures, then program a link to count consecutive months from the old Xb disags to the new Xa [combined (Xa+Xb)] measure.
12b	Mean Time to Restore - Design	Eliminate FCC 12b, combine all disags 'as is' with FCC 12a.		
12c	Mean Time to Restore	Change DSL Loop exclusion: • FROM: DSL Loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which theCLEC has not authorized conditioning unless coded to the Central Office. • TO: DSL Loops > 12Kf with load coils, repeaters, and /or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters, and/or bridge taps are determined to be the cause of trouble. Added or changed the following to Benchmarks and their Retail	May, 2003 Data Month Reported in June	This change requires programming changes that cannot be completed for February data. In addition additional testing and validation time has been built in as a result of the FCC enforcement Bureau's requirement for 100% accuracy of reported data

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
		Comparison: • 8.0 dB Loop w/o Test Access Dispatch • 8.0 dB Loop w/ Test Access No Dispatch Parity w/ POTS (Bus) • BRI Loop w/o Test Access Dispatch • BRI Loop w/ Test Access No Dispatch Parity w/ISDN • ISDN BRI Port Dispatch • ISDN BRI Port No Dispatch Parity w/ ISDN • DS1 Loop w/ Test Access Dispatch • DS1 Loop w/ Test Access No Dispatch Parity w/ DS1 • DS1 Dedicated Transport Dispatch from Parity w/DS1 to 4.0 Hours • DS1 Dedicated Transport No Dispatch 0.75 Hours • Subtending Channel (23B) to (23B and 1D) Dispatch • ISDN/PRI No Dispatch Parity w/DDS • Analog Trunk Port Dispatch • Analog Trunk Port No Dispatch Parity w/ VGPL • DS3 Dedicated Transport and Loop Dispatch from Parity w/DS3 to 3.0 Hours • DS3 Dedicated Transport No Dispatch 0.75 Hours • Dark Fiber Dispatch from Parity w/DS3 to 3.0 Hours • Dark Fiber No Dispatch 0.75 Hours • Analog Line Port Dispatch Parity w/VGPL • Analog Line Port No Dispatch Parity w/VGPL • DSL Loops Dispatch Line Sharing Parity w/ ASI or SBC/MW Retail • DSL Loops No Dispatch Line Sharing Parity w/ ASI or SBC/MW Retail • DSL Loops Dispatch No Line Sharing • DSL Loops No Dispatch No Line Sharing 9.0 Hours (No Critical Z) • Broadband DSL Dispatch Line Sharing • Broadband DSL No Dispatch No Linring 9.0 Hours (No Critical Z) • Subtending Digital Direct Combination Trunks Dispatch • Subtending Digital Direct Combination Trunks No Dispatch Parity w/ VGPL • Combined Voice and Data Dispatch 9.0 Hours (No Critical Z) • Combined Voice and Data No Dispatch 9.0 Hours (No Critical Z) • Optical Loop Dispatch Diagnostic • Optical Loop No Dispatch Diagnostic		
12c	Mean Time to Restore	• DSL Loops w/ Line Splitting Parity w/ ASI Line Sharing • EELS Diagnostic	September, 2003 Data Month Reported in October	Line Splitting and EELS will require a major effort to identify these new disaggregations

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
13a,b,c	Trouble Report Rate	AIT 271 PIP #531 that was entered by Vivian Gomeez-McKeon to begin development of this change. No action required by LDC at this time.	Dec, 2002 Data Month Reported in January, 2003	N/A
13a	Trouble Report Rate	Combine all data from FCC 13b 'as is' to FCC 13a. • Combine the following disags 'as is' from 13b: ➢ Resold Specials DDS DS1 DS3 VGPL ISDN-BRI ISDN-PRI DSL and any other services available for resale ➢ UNE Loop and Port ISDN and other combinations	If method 1 is used, March, 2003 Data Month Reported in April	1. The conversion from Xb to Xa will take minimal time if the following method is used: the disags from Xb measures will be changed to Xa. This change will change this measure historically, as if there were never Xb measures. 2. If the conversion choice is to preserve Xb measures historically, this change could not be implemented in a timely manner and would not be effective until much later due to the additional programming to add approximately 70 new disaggregations to Xa measures, then program a link to count consecutive months from the old Xb disags to the new Xa [combined (Xa+Xb)] measure.
13b	Trouble Report Rate – Design	Eliminate FCC 13b, combine all disags 'as is' with FCC 13a.		
13c	Trouble Report Rate	Change DSL Loop exclusion: • FROM: DSL Loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which theCLEC has not authorized conditioning unless coded to the Central Office. • TO: DSL Loops > 12Kf with load coils, repeaters, and /or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters, and/or bridge taps are determined to be the cause of trouble. Add the following exclusion: • UNE DS1 Loop trouble reports where CLEC chooses not to do cooperative testing or acceptance testing between CLEC and SBC due to CLEC reasons on the due date.	May, 2003 Data Month Reported in June	This change requires programming changes that cannot be completed for February data. In addition additional testing and validation time has been built in as a result of the FCC enforcement Bureau's requirement for 100% accuracy of reported data
		• These are diagnostic, no remedies apply.	December, 2002 Data Month Reported in January, 2003	N/A

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
		Added the following to Benchmarks and their Retail Comparison: • Subtending Channel (23B and 1D) • DS3 Dedicated Transport and Loop • Analog Line Port Parity w/ VGPL • DSL loops with Line Splitting Parity w/ASI Line Sharing • Combined voice and data No Line sharing 3.0% (No Critical Z) • OCN Diagnostic • EELS Diagnostic	September, 2003 Data Month Reported in October	Line Splitting and EELS will require a major effort to identify these new disaggregations
14	Average Trunk Restoration Interval for Service Affecting Trunk Groups	Eliminate reporting of FCC 14 in it's entirety.	February, 2003 Data Month Reported in March	N/A

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
17	% Missed Collocation Due Dates	• Two new exclusions: Exclude any applications rejected for non-payment within the times requested under tariff • Exclude if the CLEC has not submitted their second fifty percent (50%) payment prior to the due date, SBC will exclude the job from reporting. These extensive language changes were made. Note that at SW, these were accomplished via M&P changes, not coding changes. • Change: "The clock start when SBC receives, in compliance with the approved tariff, (deleted payment) return of proposed layout for space as specified in the application form from the CLEC." • Added: "However, for purposes of the measure, once SBC provides a quote to a CLEC, the application is deemed to be in compliance with the approved Tariff." • Changed: "The clock stops when the CLEC receives notice in writing or other method agreed to by the parties that the collocation arrangement is completed and ready for CLEC occupancy, and CLEC receives CFA/APOT information. • Deleted: "The CLEC will then have 5 business days to accept of not accept the collocation space." • Added: "However, a due date extension resulting from SBC notification that it will not meet the required interval, will not be considered a change in the due date for purpose of this measure. Moreover, any change in due date requested by SBC for whatever reason will not be considered to be a change in due date for purpose of this measure. A CLEC-requested extended Due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items." • Added at end: "If inconsistencies are identified, SBC will bring these forward for discussion at the next 6-month review." Combined existing levels of disaggregations into two: • New • Augments	May, 2003 Data Month reported in June	This change requires programming changes that cannot be completed for February data. In addition additional testing and validation time has been built in as a result of the FCC enforcement Bureau's requirement for 100% accuracy of reported data
18	Mechanized Electronic Billing Timeliness EDI and BDT (Wholesale Bill)	Eliminate reporting of FCC 18 in it's entirety.	February, 2003 Data Month Reported in March	N/A

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PM #	Measurement	Changes specific to v 3.0	Desired Due Date	Reason for Due Date Later Than February, 2003
19	OSS Interface Availability	See Attached Modified to: "99.5% for interfaces. Added new 99% for Pre-order functions."Rules for Changes:  FCC 19.doc	May, 2003 Data Month Reported in June	This change requires programming changes that cannot be completed for February data. In addition additional testing and validation time has been built in as a result of the FCC enforcement Bureau's requirement for 100% accuracy of reported data